Regional Advisory Council

Planning Meeting

September 13, 2017

Best Practices

Best Practices – Agenda

- Review the BP Steering Committee Charter and Project Plan

- Review the BP development process

- Review progress to date and prioritized topics

- Discuss BP goals for the coming year

Charter and Project Plan

- Planning documents encourage the development and/or adoption of best practices to support 9-1-1 and GIS in the Commonwealth

- ISP staff began creating BPs and involved RAC to serve as Best Practice Steering Committee

- ISP organizing workgroups (stakeholder SMEs, RAC members) to gather, compile and/or develop specific best practices
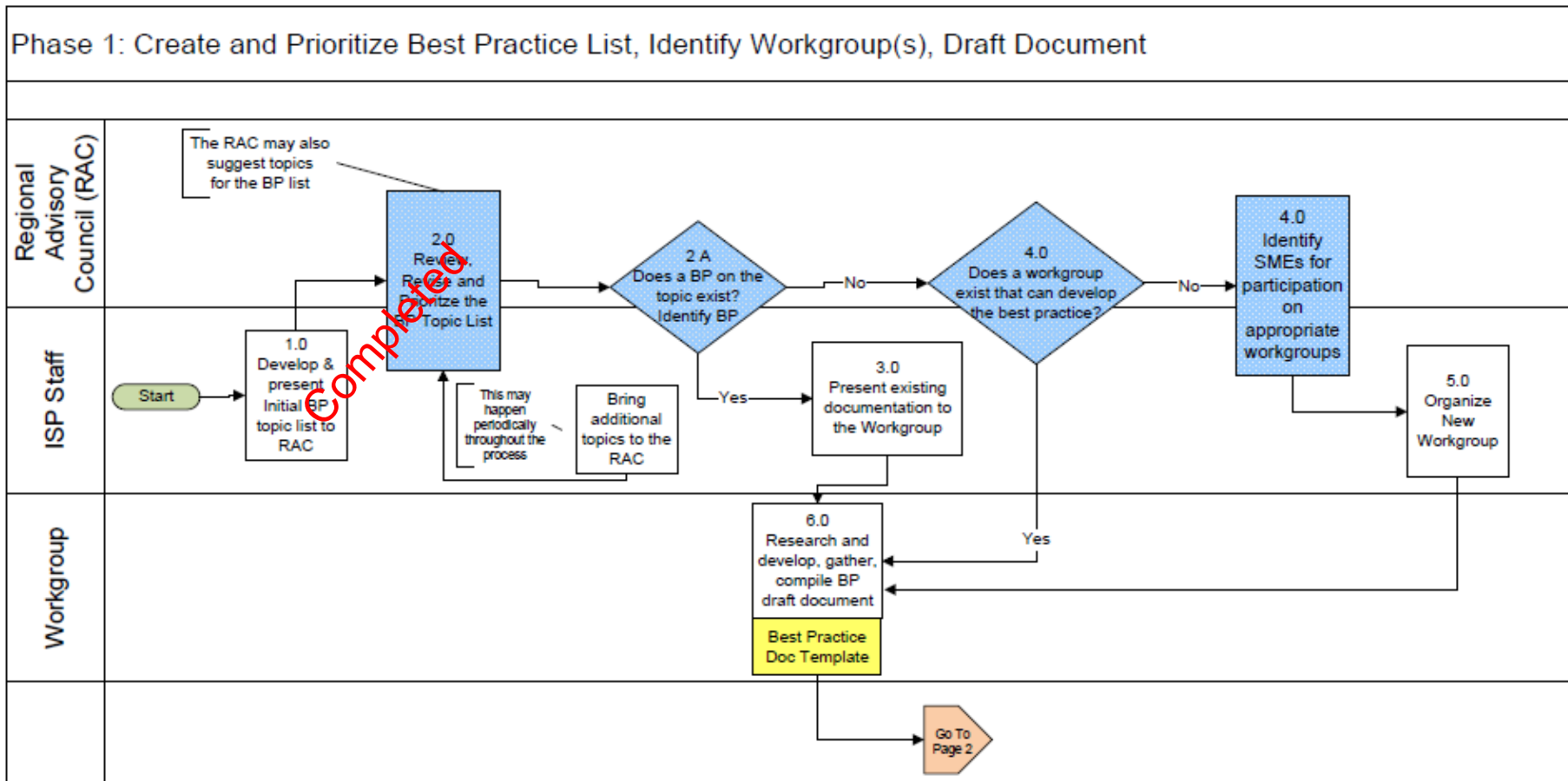
Charter and Project Plan

- ISP staff leading the effort and assures the steering committee's involvement

- Develop BPs to address the transition to NG9-1-1 AND to support current needs and operations in 9-1-1 and GIS
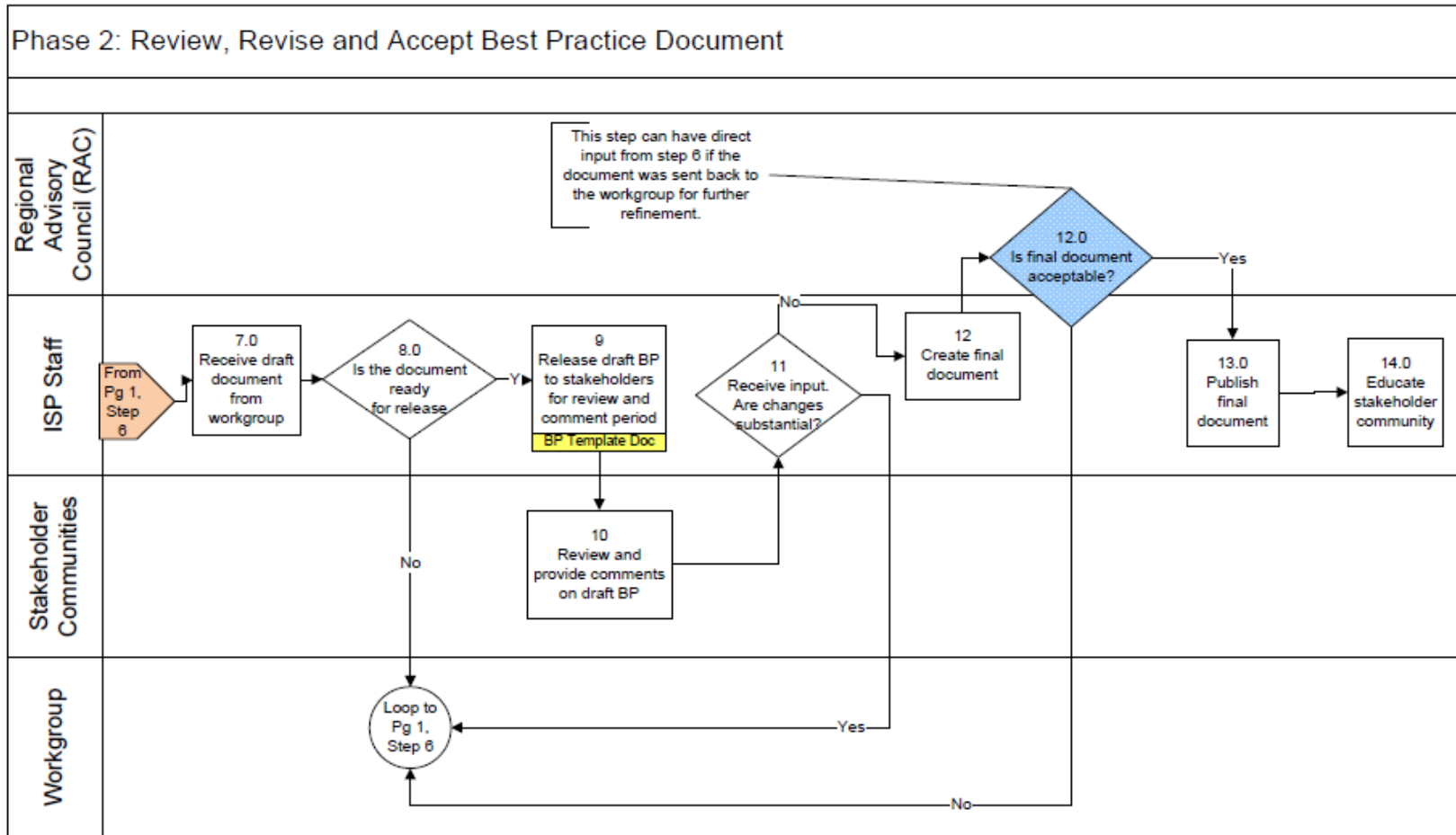
- Best practices are NOT standards

BP Steering Committee Responsibilities

- Compiling & prioritizing a relevant BP topics list.

- Serving as SMEs on BP workgroup(s).

- Help identifying members for workgroups

- Feedback on/refining of the BP process, template and documents.

- Reviewing draft BP documents

- Acceptance of final BP document

- BPs maintenance and update cycle

BP Development Process

Phase 1: Create and Prioritize Best Practice List, Identify Workgroup(s), Draft Document

BP Development Process Continued

Phase 2: Review, Revise and Accept Best Practice Document

BP Progress to Date

- BP page on VITA ISP website
- 3 documents created and published
  - Public Safety Call Processing
  - 9-1-1 Addressing: Administrative & Operational
  - Wireless 9-1-1 Call Routing Optimization
- Workgroup currently creating a dispatching BP

Prioritized Topics – What's Next

Thematic Areas		Topics							
		Highest Priority to Lowest Priority →→→							
9-1-1 Operations	(Highest Priority ↑)	9-1-1 Call Processing *(Completed)*	Dispatching (law, fire, medical) *(Under Development)*	Governance & Organization	Language Line services	QA/QC Programs	Telematics	Non-traditional access methods	Public Education
Professional Development		Staff Retention	Basic Telecom Training	Emergency Medical Dispatch (EMD)	DCJS Training	Wireless 9-1-1 Training & Staff Selection	Staff Recruitment	Continuing Education	Critical Incident Stress Mgmt.
Technical Systems	(Lowest Priority to Highest Priority)	Computer Aided Dispatch	Call Handling Equipment & Security	Mapping Display System	Radio System	NENA i3 Standard	Voice Logging Recorder	Clock Sync	Citizen Notification System
Data Development, Maintenance & Support		9-1-1 Addressing & MSAG/ALI Data Maintenance *(Completed)*	Technical System Support Staff	GIS Data Standards	GIS Data Development and Workflows	GIS QA/QC	Call Routing and Validation	GIS Data Transfer to PSAP Mapping	NG9-1-1 Call routing and location validation
Analysis & Planning	(Lowest Priority ↓)	Strategic Planning	NG9-1-1 Transition Planning	Data Analytics	Staffing Planning	Disaster Recovery and Contingency Planning	Budget Planning	Equipment Planning	Standard call accounting reports

Goal over next two years = Complete 6 to 8 documents.

Today: Decide on next 3-4 topics for the upcoming year.

Next Steps

- ISP staff will create a framework document for each topic

- Organize workgroups to refine and fully develop BP draft documents

RAC 2.0 Priorities & Tasks

Priorities & Tasks - Agenda

- Review priorities and tasks from 9-1-1 Comprehensive Plan
  - Completed tasks
  - Ongoing tasks

- Interactive Exercise
  - Select three tasks that you think the RAC 2.0 should focus on in the next nine months

1. Baseline Services & Capabilities

Initiative A

- Identify, specify, and adopt a standard or set of standards for a baseline level of 9-1-1 service and capability

- **Task 1:**
  - Create baseline level of service and capabilities document

- **Task 2:**
  - Develop PSAP baseline capabilities implementation plans

2. Standardized Data Sharing

Initiative A

- Implement statewide standards and best practices that enhance incident information sharing

- **Task 1:**
  - Create a 9-1-1 Clearinghouse

- **Task 2:**
  - Create and adopt data sharing standards and best practices

2. Standardized Data Sharing

Initiative B

- Identify and adopt a planning methodology that enhances technology implementation coordination throughout a project lifecycle and improves change management

- **Task 1**:
  - Create an incident information sharing planning policy that provides a strategic framework for data sharing initiatives

2. Standardized Data Sharing

Initiative C

- Employ technology that allows for seamless automatic bi-directional communication of incident management between PSAPs

- **Task 1**:
  - Monitor industry and assess emerging technologies that promote data sharing and interoperability

- **Task 2**:
  - Champion emerging technology projects

Virginia Information Technologies Agency

3. Sustainability

Initiative A

- Allocate funding for future state and regional PSAP initiatives to maintain and improve service

- **Task 1:**
  - Develop PSAP baseline level of service and capabilities budgets

- **Task 2:**
  - Create a holistic statewide 9-1-1 funding strategy

3. Sustainability

Initiative B

- Establish a strategy for funding the statewide deployment of NG9-1-1

- **Task 1:**
  – Create NG9-1-1 deployment and sustainment funding strategy

3. Sustainability

Initiative C

- Adopt Statewide procurement guidelines

- **Task 1**:
  - Create and maintain statewide procurement and vendor qualification guidelines

4. Professional Development

Initiative A

- Identify and adopt minimum a PSAP technical staffing needs

- **Task 1:**
  - Conduct staffing analysis

4. Professional Development

Initiative B

- Identify and adopt minimum criteria for training, certification and retention programs to support 9-1-1 professional and technical support personnel

- **Task 1**:
  - Adopt and create baseline 9-1-1 professional and technical support staff development criteria

5. 9-1-1 System Reliability & Security

Initiative A

- Identify PSAP assets and communication infrastructure attributes

- **Task 1**:
  - Gather and assemble attributes for existing PSAP assets and infrastructure

5. 9-1-1 System Reliability & Security

Initiative B

- Support 9-1-1 center staff in formalizing COOPs for their respective PSAP

- **Task 1**:
  – Develop COOP template for Virginia PSAPs

- **Task 2**:
  – Confirm that each PSAP has a formalized COOP

5. 9-1-1 System Reliability & Security

Initiative C

- Adopt a QA/QI and monitoring program to document and report the effectiveness of baseline level service and capabilities criteria

- **Task 1**:
  - Create QA/QI guidelines

6. Stakeholder Communications

Initiative A

- Develop a communications plan for internal and external 9-1-1 stakeholders

- **Task 1:**
  – Create a 9-1-1 stakeholder communications plan

6. Stakeholder Communications

Initiative B

- Develop guidelines for an effective stakeholder education and outreach program, to include legislators

- **Task 1**:
  - Develop 9-1-1 public education guidelines

7. Synergies of 9-1-1 and GIS

Initiative A

- Support coordination and collaboration of 9-1-1 between PSC Coordinator and VGIN

- **Task 1**:
  - Identify ways to improve 9-1-1 and GIS coordination and collaboration within and between levels of government

7. Synergies of 9-1-1 and GIS

Initiative B

- Validate and improve GIS data quality and integration for public safety purposes

- **Task 1**:
  - Develop contractual provisions for outsourcing
- **Task 2:**
  - Conduct GIS database review
- **Task 3:**
  - Develop user requirements for using GIS data in public safety software solutions

Expectations

Work Groups

- RAC members expected to participate in at least one task-focused work group
  - Membership set by Sept 26th RAC call

- Ongoing tasks
  - PSAP NG9-1-1 implementation plans
  - Communications plan & clearinghouse
  - GIS & IT positions for staffing analysis

- New tasks

Work Groups

- Each work group needs to develop a project plan
  - Template already provided
  - Complete by Oct 10th RAC call

- Regular progress reports
  - At least monthly

- Complete work products by June 30, 2018

Outreach

- PSAP representatives should provide updates to their region after each scheduled event and participate in a minimum of two regional meeting per year

- IT and GIS representatives should provide updates through respective profesional organizations

Updates/Reminders

- Board meeting – Sept 14th
  - RAC update from chair
  - 9-1-1 capabilities and services for PSAPs standard document
  - Wireless 9-1-1 call routing optimization best practice

- Final draft of Staffing Analysis document
  - Public comment period
  - Announce availability of document at the Nov Board meeting

And In Conclusion

- Public Comment

- Next RAC call on Sept 26th at 10 AM

- Adjourn